

国际学院院长接待日工作制度

一、接待对象

全体在校留学生

二、工作目的

加强沟通：搭建院领导与留学生面对面交流的平台，使院领导能直接了解留学生的诉求、意见和建议。

解决问题：及时了解留学生在学习生活等方面存在的问题和提出的诉求，第一时间集体分析研判解决方案，第一时间安排落实。

提升管理水平：促进留学生管理服务的科学化、民主化、制度化，进一步提升留学生管理水平和服务质量。

三、接待时间与地点

时间：每月进行两次接待工作，每次接待时间为周二下午 3 点。如院领导有其它临时工作安排等接待时间推迟至当天下午 5 点，或顺延至周四下午对应时间。具体时间由国际学院日常管理服务办公室面向在校留学生提前半天发布。

地点：国际学院 109 会议室

四、接待流程

预约登记：留学生本人可通过发送邮件至国际学院日常管理服务办公室邮箱：ciel10@nwafu.edu.cn；或拨打电话：029-87080281；或前往国际学院 110 办公室进行现场登记或

给 110 办公室老师发送信息等方式提前进行预约，预约时需简单注明事由。

现场解答：结合留学生提出的问题，院领导及相关负责人做好记录，能当场解答的问题当场答复，需要时间解决的提出办理期限，复杂问题接待日后尽快提交院务会审议解决。

跟踪反馈：相关负责人处理留学生问题后需及时向院领导反馈结果，院领导根据情况必要时对相应留学生进行回访，了解留学生满意度。

五、监督保障

监督机制：学院综合办公室负责对院领导接待日制度的执行情况、问题处理进度和质量等进行监督检查，对制度进行不断完善和优化，保障院领导接待日制度取得实效。

本制度自 2025 年 3 月 1 日起试行。

国际学院

2025 年 2 月 26 日

College of International Education (CIE) Leadership Reception Day Guidelines

I. Target Participants

All currently enrolled international students.

II. Objectives

Enhance Communication: Establish a direct face-to-face platform between CIE leaders and international students, enabling leaders to understand student concerns and collect feedback/suggestions on institutional development.

Problem Resolution: Identify and address both academic and daily-life challenges through immediate analysis and coordinated implementation of solutions.

Management Improvement: Promote management practices in a scientific, democratic, and institutionalized manner to optimize service quality for international students.

III. Time & Location

Time: Every other Tuesday at 3:00 PM. If leaders have other temporary work arrangements, the reception time will be postponed to 5:00 p.m. on the same day or postponed to the corresponding time on Thursday of this week. The specific reception time will be announced by the Daily Management and Service Office of CIE to international students on campus half a day in advance.

Location: Conference Room 109, CIE

IV. Procedures

(A) Appointment Methods:

(1) **On-site registration:** Head for the Daily Management and Service Office.

(2) **Email:** Send requests to cie110@nwafu.edu.cn.

(3) **Phone:** Call at 029-87080281 or 029-87082024.

(4) **Text Message:** Contact the International Student Counselor via SMS.

Note: Appointments must be made at least one working day prior, with a brief description of the inquiry.

(B) On-site Consultation:

Relevant staff will document inquiries and provide immediate answers where possible. For complex issues requiring further review, solutions will be proposed after discussion at the College Affairs Committee meeting. A timeline for resolution will be communicated to students.

(C) Follow-up and Feedback:

Staff must report resolution outcomes to CIE leaders, who may conduct follow-up visits as needed to ensure satisfaction.

V. Oversight and Safeguards

The College General Office supervises the implementation efficiency, monitors issue resolution progress, and iteratively refines the system to ensure operational effectiveness.

Effective Date: This guideline will take effect on March 1, 2025, as a trial implementation.

College of International Education

February 26, 2025